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22 January 2019

HOUSING & CUSTOMER SERVICES WORKING GROUP

A meeting of the Housing & Customer Services Working Group will be held in Committee Room 1 at the Arun Civic Centre, Maltravers Road, Littlehampton on **Thursday, 7 February 2019 at 6.00 pm** and you are requested to attend.

Members: Councillors Hughes (Chairman), Mrs Porter (Vice-Chairman), Mrs Ayres, Bicknell, Blampied, Edwards, Mrs Harrison-Horn, Mrs Madeley, Oppler, Purchase, Mrs Rapnik, Miss Rhodes and Stanley.

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members and officers are invited to make any declarations of pecuniary, personal and/or prejudicial interests that they may have in relation to items on the agenda, and are reminded that they should re-declare their interest before consideration of the item or as soon as the interest becomes apparent.

Members and officers should make their declaration by stating:

- a) the item they have the interest in
- b) whether it is a pecuniary, personal and/or prejudicial interest
- c) the nature of the interest

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 20 September and 13 December 2018 as attached.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES.

5. COMMUNITY SAFETY AND HOUSING PARTNERSHIP WORKING REVIEW 2016 - 2018 (Pages 1 - 18)
This report sets out the integrated working and achievements of the Arun District Council Community Safety and Housing teams between 2016 /18.

6. STOCK CONDITION UPDATE
A presentation will be given for this update.

7. SOCIAL HOUSING GREEN PAPER REPORT (Pages 19 - 22)
The Green Paper sets out a proposed strategy for reforming social housing and members are requested to note the report.

8. EMPTY HOMES STRATEGY UPDATE (Pages 23 - 28)
On the 4 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 was adopted and this report provides an update on the work and achievements to date.

9. RE - PROCUREMENT OF RESPONSIVE REPAIRS CONTRACT (Pages 29 - 30)
This short report provides Members with an update regarding the re-procurement of the Responsive Repairs Contract.

10. COUNCIL HOUSING STOCK - HEALTH & SAFETY UPDATE (Pages 31 - 34)
This short report provides Members with an update regarding the re-procurement of the Responsive Repairs Contract.

11. REPORT BACK FROM CABINET/FULL COUNCIL
No recommendations were forward at the previous two meetings.

12. WORK PROGRAMME 2018/19
To review and consider any changes needed to the approved work programme for 2018/19.

Note : *Indicates report is attached for all Members of the Council only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager).

Note : Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

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ARUN DISTRICT COUNCIL

REPORT TO HOUSING & CUSTOMER SERVICES WORKING GROUP

13 December 2018

PART A : REPORT

SUBJECT: Community Safety and Housing Partnership Working Review 2016 - 2018

REPORT AUTHOR: Georgina Bouette, Community Manager

DATE: 13 November 2018

EXTN: 37605

PORTFOLIO AREA: Community Wellbeing

EXECUTIVE SUMMARY:

This report sets out the integrated working and achievements of the Arun District Council Community Safety and Housing teams between 2016 / 18. It provides information to enable Members to understand performance to date and provides a summary assessment of the future challenges and opportunities for cross departmental working.

RECOMMENDATIONS:

The Housing and Customer Service Working Group recommends to Cabinet:

1. The integrated working between the Council's Community Safety and Housing team is endorsed and the importance of partnership working in contributing to reducing anti-social behaviour, creating safe environments and addressing Street Community issues is recognised.
2. That recognition is given to the work of Community Safety, Housing and the Safer Arun Partnership in contributing to the delivery of the Council's strategic priority "supporting people in our district who need our help" and "serving our communities well by delivering the best services we can afford".

1. INTRODUCTION

- 1.1. This paper sets out the key joint activities and achievements of Arun's Community Safety and Housing teams during the period 2016 – 2018. Its purpose is to gain an understanding of the partnership work undertaken both strategically and operationally between the two teams and common strands of work.

- 1.2. The joint working outlined in this report is directed through the priorities set by the Safer Arun Partnership (SAP) as outlined in its partnership plan; a strategic document that sets out the vision and priorities over the five year period 2017 - 2022. The plan is annually reviewed and refreshed through evidenced information that describes and evaluates the known and emerging crime and disorder patterns in Arun (the Arun Strategic Intelligence Assessment).
- 1.3. SAP partners are committed to the following vision:
- “To work in partnership to proactively and reactively reduce the risk of harm and vulnerability associated with crime, disorder and anti-social behaviour for identified individuals, communities and neighbourhoods”***
- 1.4. In order to achieve the vision, SAP agreed the following 2018/19 strategic priorities that encourage and support joint working between Community Safety and Housing:
- Tackle and reduce anti-social behaviour
 - Street Communities
 - Serious and Organised Crime with a specific focus on ‘Cuckooing’
 - Neighbourhood Development
- 1.5. The daily core business of the Community Safety team reflected in the SAP priorities overlaps in several areas with the Housing team’s core business. Partnership working between both departments is essential to provide an effective and timely service to residents utilising each other’s expertise. This report will highlight where there has been joint work against each of these priorities over the last two years. It will facilitate scrutiny of performance and required improvements to meet future challenges.

2. TACKLING ANTI-SOCIAL BEHAVIOUR

KEY OUTCOMES

- *Reduce identified risk of harm for victims as quickly as possible*
 - *Provide timely support for all victims of anti-social behaviour*
 - *Focus on increasing reporting and reducing re-offending*
- 2.1. The Arun District Council Anti-social behaviour (ASB) Team, situated within Community Safety comprises of a Senior ASB Caseworker, two ASB Caseworkers, who deliver district wide interventions and a Housing ASB Caseworker, whose role is to provide dedicated support to Council tenants. Working as a holistic team, they provide targeted intervention to tackle and reduce anti-social behaviour and support for victims. They facilitate and co-ordinate partnership involvement in cases when required to resolve cases e.g. police, probation, children’s services, drug and alcohol treatment.
- 2.2. The Anti-social behaviour (ASB) Team continue to achieve a less than 5% re-offending rate (consistent since 2007) working with key partners.

- 2.3. 2016-17 saw Arun District Council ASB Caseworkers work with 367 individual perpetrators of nuisance in their communities and 245 in 2017-18. Over the two performance years an average of 97% success rate has been achieved in effectively reducing and stopping anti-social behaviour by identified perpetrators in Arun local communities. Please refer to Appendix 1 for detailed information.
- 2.4. From April 2017 to September 2018, the Housing ASB Caseworker worked with 93 council tenants who perpetrated ASB versus 328 individuals worked with by the two ASB Caseworkers (mean of 164 individuals per caseworker). Furthermore the Housing ASB caseworker issued 25 Acceptable Behaviour Contracts (ABC) to formally manage problematic tenant behaviour versus 10 ABC's issued by the ASB Caseworkers. These variances highlight that the nature and type of interventions required are specific to tenure, suggesting that for the Council's tenants, where duties and responsibilities are increased, that intensive management is required to effectively manage ASB. This is in contrast to community ASB responses where opportunities for short and sharp early interventions can be progressed by ASB Caseworkers and consequently, are less intensive meaning that a higher volume of activity can be achieved. Furthermore, that the thresholds for justifying tenancy action tend to require formal evidence and may explain why the Housing ASB Caseworker more frequently utilises ABC's to gather accurate information to progress tenancy breaches.
- 2.5. *Key partnership achievements for the ASB and Housing teams include:*
- 2.5.1. Joint working practices have been embedded in core day to day business activities in response to ASB reports. These include: joint Acceptable Behaviour Contracts; co-ordinating multi-agency meetings (MAMs) to resolve complex cases; for Housing stock, installing and reviewing CCTV to capture evidence to pursue enforcement actions; supporting successful mutual exchanges and where required managed moves; issuing Notice Of Seeking Possession (NOSPs) and although infrequent, evictions where necessary to protect residents and wider community.
- 2.5.2. The ASB and Neighbourhood Housing Teams with supporting statements from Sussex Police successfully obtained six partial Closure Orders in Littlehampton and Bognor for Council properties between December 2017 and August 2018. The rationale for these enforcements was to reduce the high risk of harm to the tenants and local community from drug activity (cuckooing – section 4.2). These have had a positive impact and have helped the Council to manage complex tenant behaviours and behaviours whilst sustaining tenancies.
- 2.5.3. The ASB team regularly hold joint meetings with the Housing Options team to scope and agree preventative interventions that can be put in place prior to known individuals approaching the council as homeless. This has the net effect of reducing demand on statutory homelessness services and sustainably addressing problematic behaviours.

- 2.5.4. The ASB team now receive weekly temporary accommodation information from Housing and can schedule in early intervention visits as necessary for known problematic tenants to reduce escalation of issues.
- 2.5.5. The Housing ASB caseworker attends both Community Safety and Housing team meetings/training to stay abreast of team priorities and facilitate information sharing across both teams.
- 2.6. An Arun Housing ASB Caseworker case study is provided in Appendix 2 to illustrate the complexity of joint casework and the need to engage with a wide range of agencies to effect positive outcomes.
- 2.7. Anti-social behaviour reported to the Police: Community Safety Partnership (CSP) Sussex Police data reports that levels of ASB have risen slightly across West Sussex (+259 offences). Arun has the second highest level of reported ASB at 3,697 incidents during 2017/18: this has risen by 3% (+106) from last year. Please refer to Appendix 3 for further information.

3. STREET COMMUNITIES

KEY OUTCOMES

- *Implement strategic and operational partnership mechanisms that effectively identify and manage individuals in street communities*
- *Aim to reduce re-offending and vulnerability of those involved in street communities on a long term sustainable basis*
- 3.1. Street community refers to a specific cohort of individuals who choose to congregate and conduct their social life in public areas, usually typified by consumption of alcohol and / or drugs which gives rise to public concern and / or disorder. Street Community individuals can be rough sleeping, insecurely housed or may have their own accommodation. Partnership work to date to reduce the impact of Street Communities within Arun is set out below.
- 3.2. **Arun Street Community Multi Agency Risk Assessment Conference (MARAC)** is where key partners regularly meet to discuss individual cases, agreeing and delivering actions to mitigate and / or reduce individual and community risk factors. The MARAC ensures there is regular exchange of information and agencies are held to account for agreed actions to improve outcomes for Street Community individuals and reduce the level of nuisance for the community. Meeting are co-chaired by the Arun DC Community Safety and Arun DC Housing manager in recognition of the shared outcomes for this cohort.
- 3.3. *Key partnership achievements for the MARAC group include:*
 - 3.3.1. From April 2016 to September 2018, the working group has proactively assessed risk and developed shared action plans for 148 individuals identified street community individuals. Partnership activity and outcomes for each year is shown below:

	2016-17	2017-18	April 2018 – September 2018
No of individuals	43	48	57
No of Rough Sleepers	16 (37%)	34 (71%)	31 (54%)
No of individuals with active drug use (class A)	25 (58%)	24 (50%)	47 (82%)

3.3.2. Noticeable trends are emerging from the MARAC data, include the increase of rough sleepers in Arun and critically, the exponential increase of individuals using Class A drugs. Within this data set, all rough sleepers regularly use Class A substances, typically heroin and crack cocaine. This presents partners, including Housing and Community Safety with complex challenges that encompass both public health and criminal justice interventions. It is generally accepted that it is difficult to sustainably re-house individuals who have entrenched drug addiction. The majority of the street community also have known links to county lines (see section 4.1) and are therefore involved in some form of criminality. The reasons for this are speculative but a strong case can be made that this phenomena is linked to the proliferation of drug availability as a result of county lines. The necessity of both welfare and criminal justice partners to work together to effectively manage and address the street community cohort is a critical success factor going forward.

3.3.3. 64 (52%) individuals in total have been discharged from MARAC meetings between Apr 2016 – to date as they have sustained good progress in reducing their risk factors (for example: housed, reduced consumption of drugs and / or alcohol, engaged with healthcare and partner services to meet identified needs).

3.3.4. 43 (35%) individuals have been accommodated – 8 within ADC properties: 35 in RSL/private let or other.

3.4. The Safer Arun Partnership extended funding for the ‘**Arun Street Community Outreach Keyworker**’ who works with the most complex and entrenched street community individuals in Arun to bring about sustained positive behavioural changes. Cases are identified and agreed at the Arun Street Community MARAC (section 3.2.1). This role has been pivotal to the partnership achieving its desired strategic aims as outlined in section 3.9.

3.5. *Key achievements include:*

3.5.1. The Keyworker has worked with 22 clients in 2017/18

3.5.2. Reduced involvement in reported anti-social behaviour by 99% (210 reports to 2)

- 3.5.3. Reduced criminality and re-offending by 94% (109 offences prior to support and 6 post) delivering a key outcome of reducing public risk and concern.
- 3.5.4. Of 18 rough sleeping clients, 15 were assisted in securing appropriate housing, 1 client disengaged, 2 clients remained rough sleeping.
- 3.5.5. 4 clients at risk of eviction were supported to maintain existing tenancies.
- 3.5.6. Cost benefit analysis shows that the project has delivered a cost saving of £471,657 to criminal justice agencies (in relation to reduced demand to address crime and anti-social behaviour) and a cost benefit of £129,075 by removing rough sleepers from the streets (source: Manchester Unit Cost Database 2015 v1.4).
- 3.5.7. All clients were supported to access drugs and alcohol treatment and recovery services.
- 3.5.8. Acted as an advocate for clients to gain access to required physical and mental health services to improve wellbeing for example, all clients now have a registered GP.

3.6. **MHCLG funded Arun Homeless Outreach Keyworker:** the Community Manager and Housing Manager worked jointly to secure additional funding from the Ministry of Housing, Communities & Local Government to provide a Homeless Outreach Keyworker (based within the Community Safety team). The resource, operational from July 2017 to date, works alongside the Street Community Outreach Keyworker to respond to those who are either rough sleeping or part of the street community in Arun and provide an intensive key working service for clients. Initially a 12 month fixed term role, the Housing Manager and Community Manager secured an additional 12 months funding to extend the role to continue until March 2019. The current post holder is on secondment from the Council's Housing Options team enabling and supporting increased cross working knowledge and information sharing to improve service delivery and integrated working between both Community Safety and Housing.

- 3.6.1. The role has worked with 8 clients to date, securing sustainable accommodation for two individuals and providing housing relief for two clients.
- 3.6.2. An Arun Homeless Outreach Keyworker case study is provided in Appendix 4.

3.7. Both of these Keyworker roles provide a vital connection between Housing, Community Safety and a wide variety of external partners to successfully address and reduce rough sleeping in Arun. They are cross cutting roles and have specialist skills and knowledges from housing, criminal justice and welfare services that enable them to navigate partnership pathways to secure the right services for clients. Their front line skills are also specialist, utilising a variety of brief interventions to work with clients to bring about conditions for change on a long term basis. Their role and contribution to reducing homelessness and effectively addressing public concerns has been both pivotal and significant. They are a highly valued resource within the partnership.

1.1. The overarching aim of SAP in delivering these street community projects through partnership working is twofold:

- *Reduce the prevalence of anti-social behaviour and crime perpetrated by this specific cohort and therefore, its negative impact in local communities; and*
- *Reduce individual's risky behaviour through intervention to reduce vulnerability and support sustainable improved outcomes for them.*

2. SERIOUS AND ORGANISED CRIME

2.1. Serious and organised crime mainly relating to County drug lines is a major contributor to the violent crime experienced within Arun. There are upwards of 12 County lines operating within Arun. County lines are drug networks usually originating in London which use the national rail network to distribute drugs (crack and heroin) across the UK. These lines are transient as are the individuals who drug run for them, creating unique difficulties in establishing accurate and reliable information. As both Bognor Regis and Littlehampton are train terminus points, these towns have seen the highest activity of County lines within Arun.

2.2. Associated with County lines, is cuckooing. Cuckooing is a type of crime whereby a vulnerable individual or family are befriended by a drug dealer who goes on to take over their home in order to conduct illegal drug activity. It gets its name from the cuckoo bird which invades another bird's nest. Drug dealers rarely take possession of the home by force but instead feed on the vulnerabilities of the victim (e.g. supplying them with drugs in exchange for use of their home or befriending socially isolated individuals). Drug gangs will maintain control over the victim through violence (including forcible confinement and forced sexual acts).

2.3. Within a local context in Arun the drug dealers usually target crack or heroin addicts or recovering addicts including those with mental health, learning disabilities and recently housed street community individuals. There are currently over 70 known properties that have been cuckooed in the last year, resulting in joint interventions between the Police, ASB and Neighbourhood Housing team and local Registered Social Landlords (RSLs). Approximately 27% of these are ADC housing properties in 2017/18. From April 2017 to September 2018, the Housing ASB Caseworker delivered 300 interventions related to cuckooing for Arun DC tenants (compared to 142 interventions that the ASB caseworkers delivered to other tenure types in the District). This highlights that cuckooing is a phenomena that is having a significant impact within the Council's tenancy management function ([Appendix 5](#) provides further information of ASB interventions by tenure type).

2.4. *Key partnership achievements for the ASB and Housing teams include:*

2.4.1. Six partial Closure Orders obtained for Arun District Council properties to safeguard the tenants and wider community. These have had an overall positive impact in significantly reducing the occurrence of anti-social behaviour associated with these properties. Where breaches have occurred, this has provided essential evidence by which the Council can progress eviction of problematic tenants.

2.4.2. ASB Team and Housing colleagues have developed joint templates and support information to issue to Arun DC tenants who are cuckooing victims to reduce their complicity.

2.4.3. Community Safety team have written a policy for ADC staff to respond to cuckooing concerns within their housing stock in consultation with Neighbourhood Housing providing a clear policy pathway and guidance for officers.

2.4.4. Community Safety Team have provided training on cuckooing to various contractors identified by the Housing team who work in Council stock to help raise awareness, improve identification and reporting of concerns to support early interventions and help safeguard vulnerable tenants.

2.5. *Key Operational Barriers:*

2.5.1. Cuckooing is a growing problem within Arun and although there are excellent multi-agency partnerships, it is resource intensive and there are capacity constraints within some partner organisations.

2.6. *Future Plans*

- 2.6.1. An Arun & Chichester Serious and Organised Crime Operational Group has been established (2018) which Community Safety and Housing representatives attend. It brings together local partners to build a comprehensive picture of organised crime group activity across both areas and develop multi-agency relationships to effectively address intelligence gaps and co-ordinate disruption activity.

3. NEIGHBOURHOOD DEVELOPMENT

- 3.1. This is a developing area of work for SAP and Community Safety jointly funded by SAP & WSCC. A Neighbourhood Development worker started in November 2017 to focus work in Bersted ward (Bognor) and River ward (Littlehampton). An operational needs analysis of service provision was conducted and used alongside the national 2015 Indices of Multiple Deprivation (IMD) to evidence the need for focussed support in the community. The role will look at communities holistically and work with groups and partners to improve access to services for vulnerable residents: the role will also identify trends of anti-social behaviour and work closely with the ASB team to understand the bigger picture and underlying community tensions.

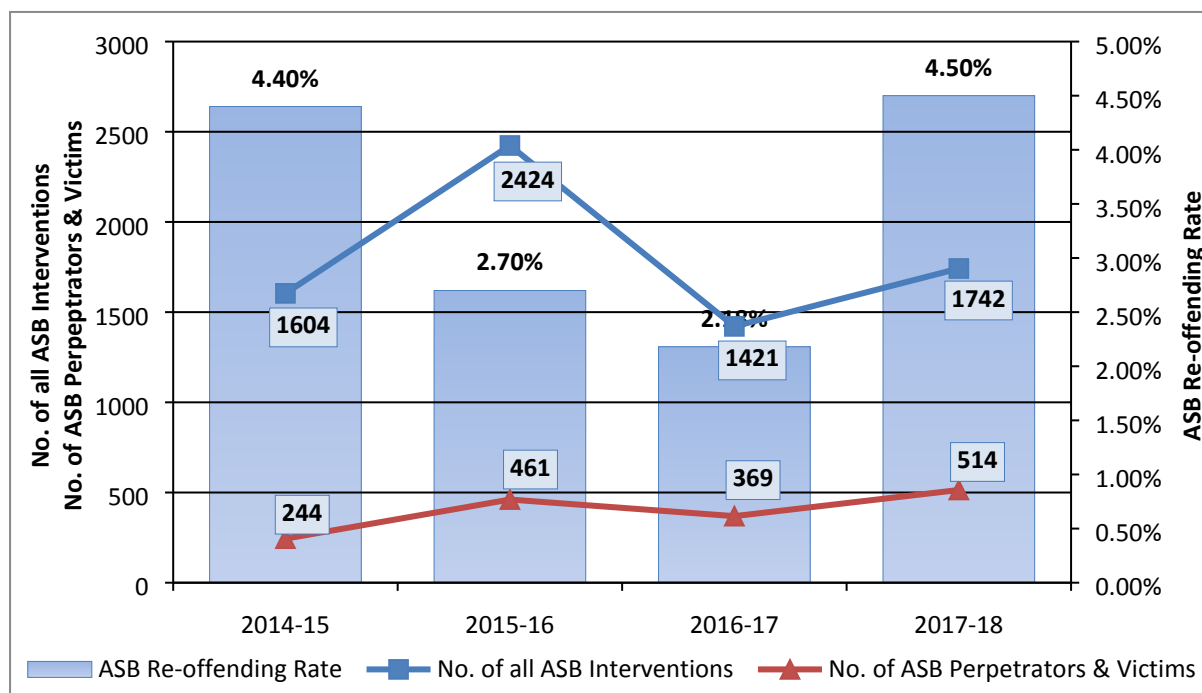
3.2. *Key partnership achievements for the Neighbourhood Development and Housing teams include (Nov 2017 to Sept 2018):*

- 3.2.1. Both of these identified wards include a large percentage of ADC owned housing stock. Strong links with the Neighbourhood Housing team have been essential to ensure fluid communication including residents in all activity undertaken within the areas and ensure that interventions and proposals are reflective of current issues and perceptions.
- 3.2.2. Reinvigorating the Bersted Resident Association and encouraging residents to re-engage with their community and Neighbourhood Housing initiatives (e.g. estate walkabouts).
- 3.2.3. Resident / community surveys to ensure their voice is central to all work undertaken.

4. CONCLUSION

- 4.1. This report has provided compelling evidence of the value and benefit of the Community Safety, ASB and Housing Teams working together to address and resolve shared problems and of the positive community impact this has had. The current community needs and risks in Arun are becoming increasingly complex and it is of fundamental importance that this integrated working continues. Essential to this is strategic recognition and support that these two functions are connected and a commitment to promoting a culture of positive and open relationships between each service area. Partnership working, both internally and with external partners should not be viewed as a discretionary activity, rather it is a critical success factor to achieve sustainable reductions in crime and anti-social behaviour and in this sense, is an essential, if not mandatory activity. Sharing and pooling specialist skills, knowledge, tools, powers and resources affords the best protection for local communities.

Arun Anti-social Behaviour Team Performance 2017-2018



ASB Interventions by Tenure 2017-2018

Housing Provider	Percentage (%)
Arun District Council	42%
Private Let	19%
Owner Occupier	17%
No Fixed Abode	3%
Registered Social Landlord (RSL)	12%
Unknown	7%

Appendix 2 – Arun Housing Anti-Social Behaviour Case Study



Trigger: Numerous neighbouring residents' complaints of noise, increased footfall of anti-social visitors at unsociable hours and drug litter surrounding a property within Arun

Property Tenure: ADC sheltered accommodation.

Resident Demographics: Over 55 years of age

Tenant: 58 year old male with acquired brain injury, previous rough sleeper, Class A drug user. Previously evicted from privately rented properties due to drug misuse/alleged drug dealing.

Safeguarding Concerns: Poor physical and mental health. High risk tenant for drug exploitation and cuckooing due to history and current neighbour reports. Non engagement with Adult Social Care Services.

Actions

- Early interventions to support tenant by Neighbourhood Housing Officer (including re-referrals to local drug service provider).
- ADC Housing Anti-social behaviour (ASB) Officer signed tenant up to an Acceptable Behaviour Contract (ABC)
- On breach of ABC and continued concerning reports from neighbours, joint visits were undertaken with the Housing ASB Officer and Sussex Police partners.
- CCTV installed in the property by Housing ASB Officer.
- Housing ASB Officer and Neighbourhood Housing issued tenancy warnings.
- Housing ASB Officer engaged with neighbours to provide reassurance and support for their wellbeing and safety.

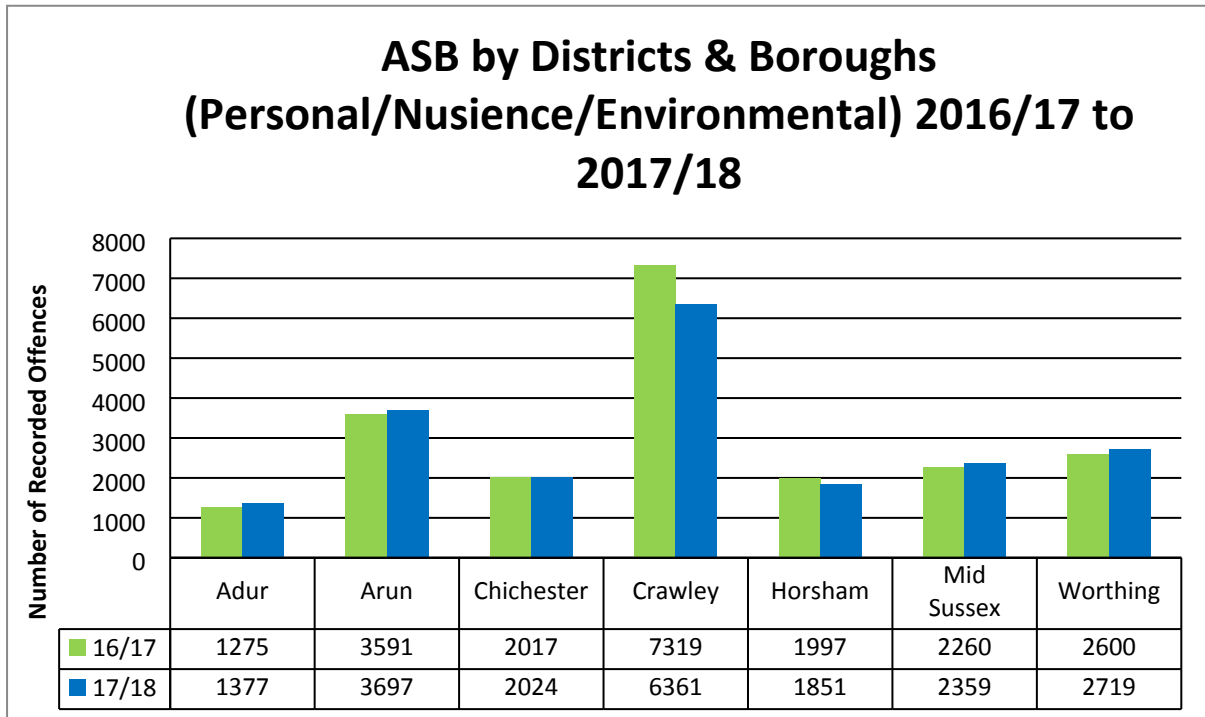
Outcomes

- A police warrant was executed and drug to the value of £1400 and £500 cash was seized. Two adult males were arrested and a Partial Closure Order was obtained by the Housing ASB Officer in partnership with the ADC Legal Team. Arun District Council had the power to apply to safeguard the tenant and avoid eviction action.
- On breach of the Closure Order, the Housing ASB Officer and Neighbourhood Housing team quickly and successfully evicted the tenant.

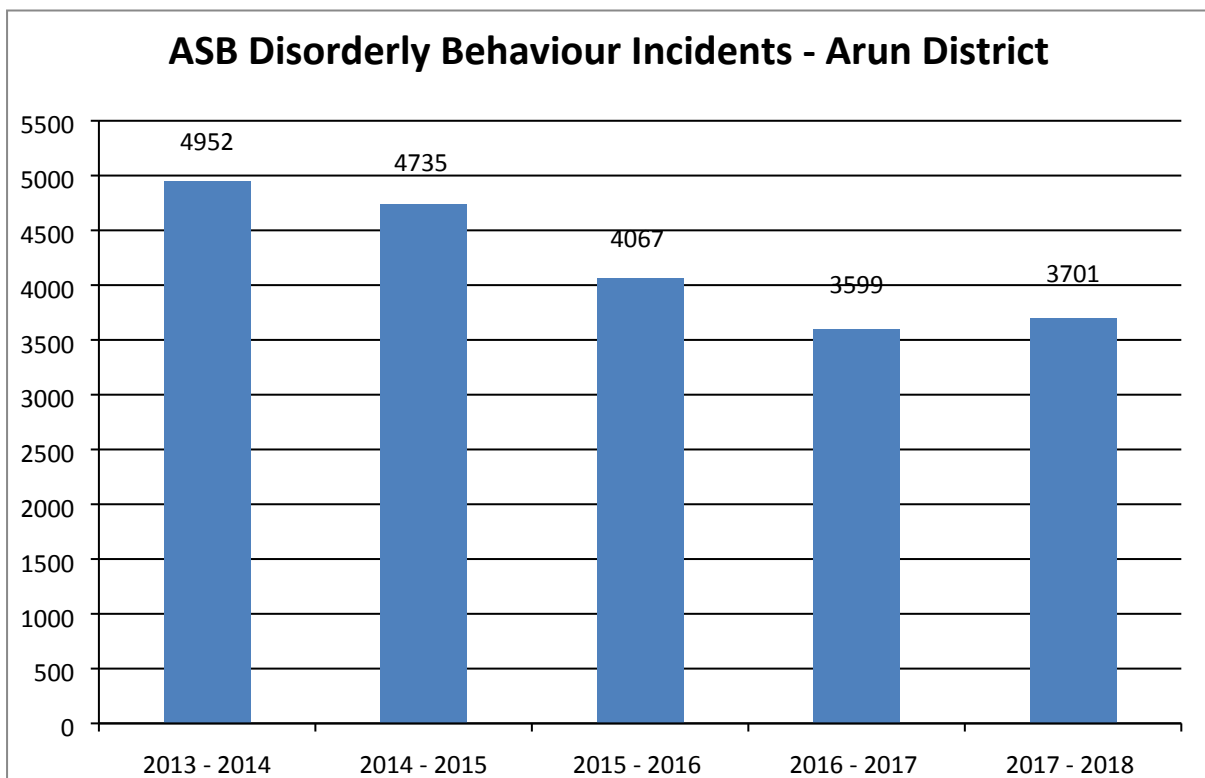
Conclusion

This case study highlights the lengths that the both the Housing and ASB team will go to safeguard tenants, residents and the local community as well as to prevent homelessness where possible. However the clear boundaries of unacceptable behaviour are upheld and as Council we will utilise every enforcement tool to ensure the safety of the community.

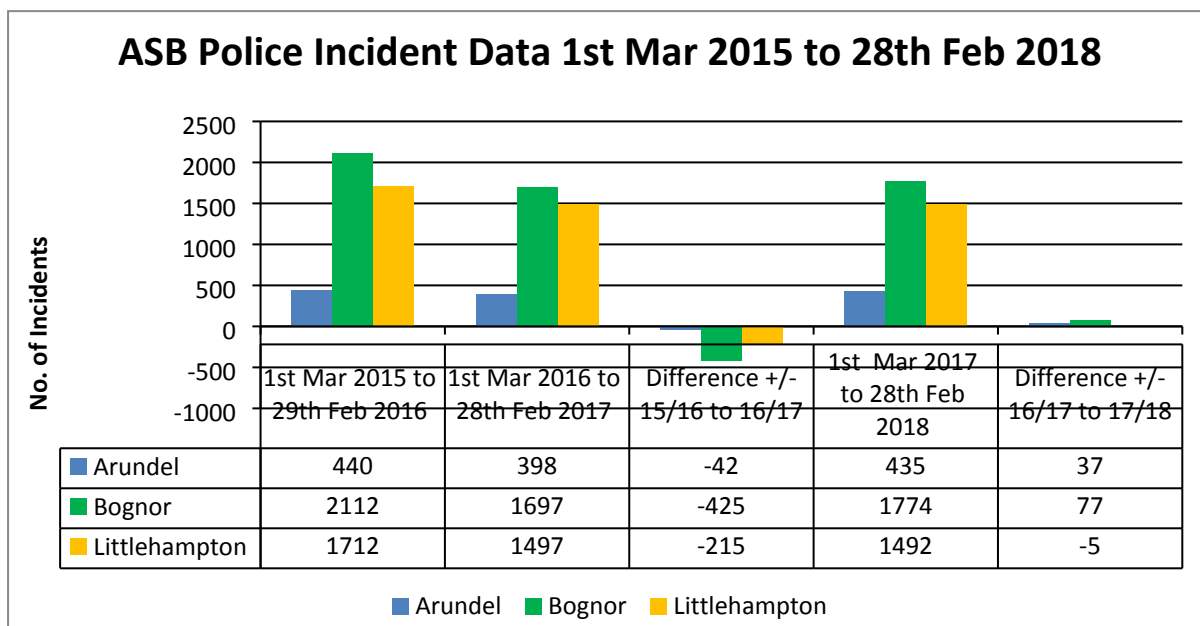
West Sussex ASB Sussex Police Incident Data by District/Borough



Arun ASB Sussex Police Incident Data by Performance Year



Arun ASB Sussex Police Incident Data by Area



Data Source – Police Data

Appendix 4 – Homeless Outreach Keyworker Case Study



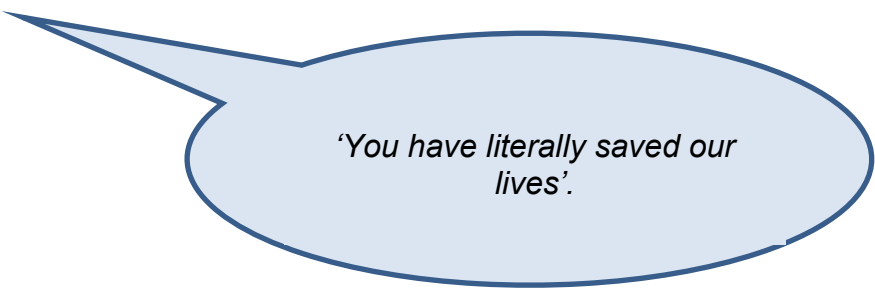
Client A & partner Client B: 28 year old male and 34 year old female living in Arun with a dog.

Accommodation status: Homeless since 2015; evicted from supported accommodation, living in a tent

Substance Addictions: Alcohol dependant and methadone scripted

Actions

- Client A & B were referred to the Arun Street MARAC via the Parks team and were connected with one of the Street Community Keyworkers.
- Both clients were grateful and positive about the support being offered:



'You have literally saved our lives'.

- Over a period of five months regular key work meetings were organised and accommodation was secured within 1 week through the keyworkers' in depth knowledge of housing legislation (Homelessness reduction Act – HRA) and arranging kennels for their dog whilst they were waiting to apply for further accommodation.
- Both clients and their dog were the first individuals and pet accessing the new Stonepillow Hostel. They are the only couple to date to have benefitted from the Hostel's policy changes.
- The keyworker has referred both clients to further long term supported accommodation which will enable them to continue living as a couple with their dog at the same time as learning crucial skills for maintaining a tenancy.
- In addition to supporting housing needs, the keyworker has also assisted with obtaining ID, GP & dentist registrations, CGL support and attending other relevant appointments e.g Probation and Maximus (return to work skills support).

Outcomes

- Client A and B are no longer impacting on the public open green spaces by camping in their tent.
- They are able to exercise their human rights and free choice by living as a couple with their pet as well as accessing support for their additional needs (e.g. illiteracy).
- Both clients have shown interest in furthering their learning and education.
- Client B has been able to sustain her weekend job and continues to make applications for full time employment.
- Client A has reduced his alcohol consumption significantly.

Conclusion

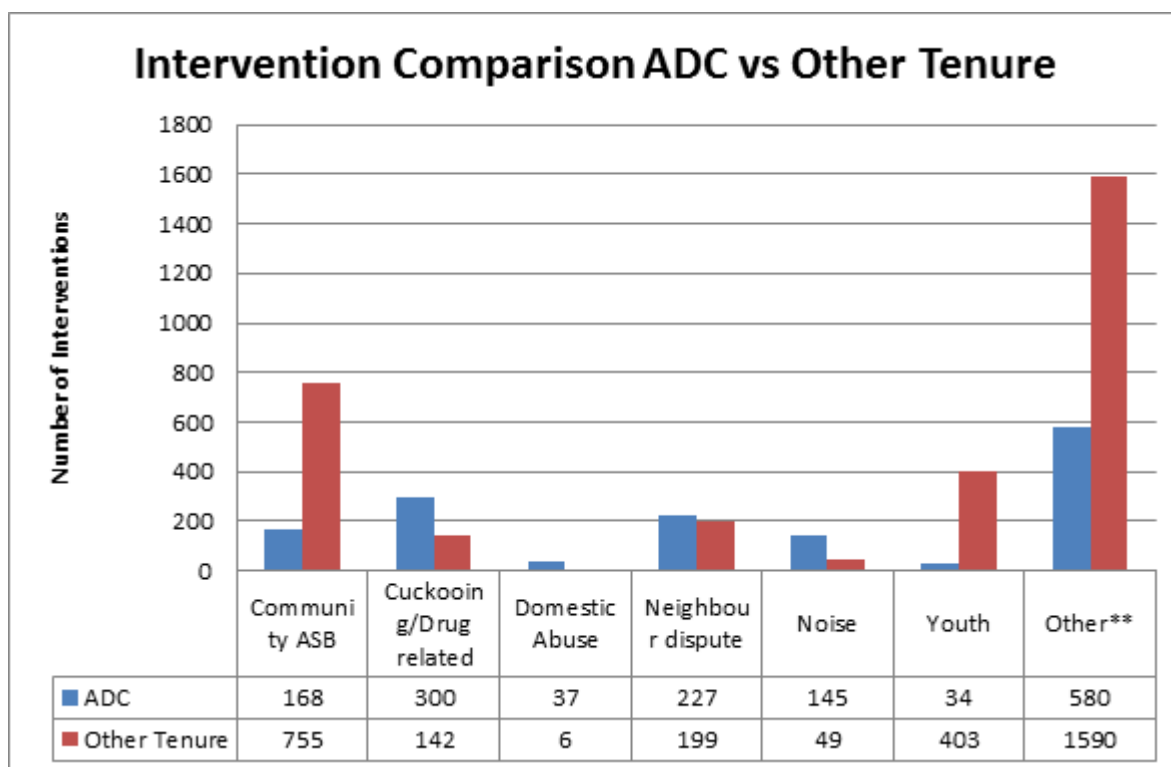
This case study clearly demonstrates the benefits that have been experienced with the Housing secondment to the Community Safety Street Outreach programme.

The keyworker's experience and knowledge on HRA and the Council's approach to supporting homeless individual's access more assistance, has been demonstrated by the timely and effective sourcing of alternative accommodation. Their knowledge also informs the clients of the necessity to sustaining their tenancies to enable them to re-approach the Housing Options team in the future should they find themselves in crisis for reasons outside their control. This demonstrated behaviour from Client A & B would clear any previous intentional decisions against them upon re-approach.

Client A and B are positive about the future and their prospects that the keyworker has been integral to developing with them and are no longer impacting on the wider community through their rough sleeping.

Appendix 5 – Anti-social behaviour interventions by tenure type

April 2017 – September 2018



** warning letters, Acceptable Behaviour Contracts, Notice of Seeking Possession, Injunctions, professional / problem solving meetings

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ARUN DISTRICT COUNCIL

REPORT TO HOUSING & CUSTOMER SERVICES WORKING GROUP ON 13 December 2018

PART A : REPORT

SUBJECT: Social Housing Green Paper – A New Deal for Social Housing

REPORT AUTHOR: Arjan De Jong, Interim Housing Strategy & Enabling Manager;
Satnam Kaur, Group Head of Residential Services
DATE: 27 November 2018
EXTN: 37718
PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

On 14 August 2018 Government published a Social Housing Green Paper – A New Deal for Social Housing. The tragic events at Grenfell have shone a spotlight on social housing and its residents.

Around 3.9 million households, approximately 9 million people, live in the social rented sector in England, just under a fifth of all households.

The Green Paper sets out a proposed strategy for reforming social housing and has five main themes:

1. Ensuring homes are safe and decent
2. Effective resolution of complaints
3. Empowering residents and strengthening the regulator
4. Tackling stigma and celebrating thriving communities
5. Expanding supply and supporting home ownership.

Our response to the consultation is attached at in the background paper section of this report.

1. Ensuring homes are safe and decent

- 1.1 The Green Paper reasserts a commitment to bring new legislation to reflect the Hackitt Report; the focus for housing will be communication and engagement with residents as to safety and fire risks.
- 1.2 The Government believes there should be a review of the Decent Homes Standard with a view to harmonising private rental and social rented standards and ensuring the Standard is fit for purpose.

2. Effective Resolution of Complaints

2.1 The Green Paper proposes to develop a quicker and more direct tenant complaint system, removing longer waiting times for responses and remedial action (e.g. removal of "democratic filter" and introducing a Code of Practice including timescales set by Regulator of Social Housing (RSH)).

3. Empowering residents and strengthening the regulator

3.1 The Green Paper poses the introduction of published information for landlord performance on consumer regulation issues against uniform KPIs (possibly in the form of "league tables").

3.2 It is proposed that the Regulator will determine these KPIs (in consultation with landlords, landlord organisations and residents groups) and publish the data. This 'rating' might be reflected in the RPs governance and viability rating and/or be a condition of grant funding.

3.3 The Paper mentions the possibility of a new stock transfer programme promoting transfers to "community-based" housing associations.

3.4 Consultation on changes to the consumer regulation objective and consumer standard:

- including a review of the "serious detriment" threshold for RSH intervention;
- introduction of phased interventions (e.g. surveys of complainant's home and inspection of landlord's financial affairs); and
- considering increased regulatory oversight and powers over Local Authority landlords (particularly where outsourced – e.g. TMOs and ALMOs),

3.5 Generally, this represents a significant shift in the role of the RSH if adopted, with a substantially more proactive role in relation to consumer standard regulation.

3.6 Possibly enhanced accountability of the RSH to parliament once it is a separate non departmental public body (coming into force imminently when the SoS gives effect to the Legislative Reform Order recently passed by Parliament).

4 Tackling stigma and celebrating thriving communities

4.1 The Green Paper considers various measures to celebrate the social housing community and address stigma – this may include KPIs or landlords reporting on their social value delivered. This includes most of the substantive supply-side policy and consultation.

5 Expanding supply and supporting home ownership

5.1 The Green Paper confirms the Government's ambition to enable the development of 300,000 new homes per year by the mid-2020s across all housing types or tenures.

6 Other announcements

6.1 The Green Paper and subsequent announcements confirm a number of previously announced financial and policy announcements for Councils including:

6.2 Abolition of Housing Revenue Account Rent Cap

6.3 A revised rent settlement (CPI+1% to 2025);

- 6.4 more flexibility for Councils in using Right to Buy receipts for additional housing supply.
- 6.5 Government has guaranteed £3.25bn of borrowing under the Affordable Housing Guarantee Scheme (along with an additional £2bn in grant funding).
- 6.6 Government has affirmed its commitment to the 8 "strategic partnerships" with housing associations which will facilitate flexible delivery and create more funding certainty.
- 6.7 Government will repeal the provisions around higher value voids from the Housing and Planning Act 2016.
- 6.8 Councils are encouraged to use local housing companies (LHCs) in certain circumstances – e.g. where they have no HRA because of previous LSVTs or their HRA cannot sustain new building.
- 6.9 The Government's expectation continues to be that LHCs should offer tenants of any affordable housing provided (whether directly or through an LHC) the "opportunity" to become homeowners.
- 6.10 The Green Paper confirms that restrictions on LA's ability to grant lifetime tenancies will not be implemented.
- 6.11 The Voluntary Right to Buy remains in the pilot phase and government are looking to remove barriers to shared ownership, including a lower stair casing requirement (potentially 1% per year).

7. Summary

7.1 To summarise the Green Paper provides:

- Strong commitment to improving/upholding standards
- Strong message for the sector about the importance of focusing on tenants' voices
- Some welcome recognition on the issue of stigma in social housing

7.2 However there does appear to be a lack of clarity and purpose of the role of social housing, the rhetoric on social housing as a 'springboard' to home ownership appears at odds with the desire to reduce stigma. The paper is silent on the role of welfare policy in causing affordability issues.


7.3 Response to the consultation is expected in Spring 2019.

RECOMMENDATIONS:

Members note the content of this report.

1. BACKGROUND:

On 14 August 2018 Government published a Social Housing Green Paper – A New Deal for Social Housing. The tragic events at Grenfell have shone a spotlight on social housing and its residents.

2. PROPOSAL(S):		
Members note the content of this report		
3. OPTIONS:		
There are no alternative options to consider		
4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		✓
6. IMPLICATIONS:		
None at present. These will become clearer once the Government response to the consultation is released in Spring 2019.		
7. REASON FOR THE DECISION:		
To draw to Members attention the review of social housing being undertaken at a National level.		
8. BACKGROUND PAPERS:		
 <p>Arun District Council Green Paper Consult:</p>		

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING AND CUSTOMER SERVICE WORKING GROUP ON 07 FEBRUARY 2019

PART A : REPORT

SUBJECT: EMPTY HOMES STRATEGY 2018 – 2023 UPDATE

REPORT AUTHOR: Nat Slade
DATE: 15 January 2019
EXTN: 37683
PORTFOLIO AREA: Technical Services

EXECUTIVE SUMMARY:

On the 4 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 was adopted and this report provides an update on the work and achievements to date.

RECOMMENDATIONS:

Members note the content of this report.

1. BACKGROUND:

1.1 On the 04 January 2018 the Housing and Customer Services Working Group recommended to Cabinet that the Empty Homes Strategy 2018 – 2023 was adopted.

1.2 Empty homes represent a wasted resource and can have a negative impact on local communities. Long term empty properties can:

- attract crime, vandalism and anti-social behaviour.
- become a public health hazard and magnet to vermin as well as look unsightly and pose a potential danger to the community including children.
- detract from the neighbourhood amenity.
- reduce the value of adjacent properties.
- cost the community for visits and action by Police and the Councils Private Sector Housing and Public Health Team as well as the loss of council tax revenue.

1.3 As of April 2018 there were 416 Empty Homes in the Arun District based on Council Tax records. The figures for the number of properties brought back into use by the direct intervention of the Empty Homes Officer, are detailed in the following table

Year	Number of Properties Brought Back into Use
2013/2014	46
2014/2015	35
2015/2016	20
2016/2017	40
2017/2018	49
2018/2019 as at 31 st December	72

1.4 All these figures exceed the corporate target set annually and for information the target for 2018/19 is 25.

1.5 The New Homes Bonus is a grant paid by central government for increasing the number of homes and their use.

1.6 The New Homes Bonus until 2017 was paid each year for 6 years and based on the amount of extra council tax revenue raised for new build homes, conversions and long term empty homes brought back into use and equated to approximately £1500 per property each year.

1.7 In 2017/2018 changes to the way the New Homes Bonus was awarded saw a reduction in the amount of money earned by reducing the reward from 6 years to 4 years.

1.8 The work that the Empty Homes Officer carries out contributes to the amount of New Homes Bonus the Council receives and since 2014 this has equated to approximately £1 million.

1.9 The focus of empty homes work is on any property that has been empty for more than 6 months and initially a letter will be sent to the property owner advising them of the free service the Council offers in advice and the options that are available to them to bring the property back into use. This includes how they can:

- Reduce the costs of owning an empty property including council tax and deterioration in value.
- Reduce the risks of leaving their property unoccupied - vandalism, squatters, complaints from neighbours and the decline in its condition.
- Gain rental income or lump sum by letting or selling their property.

1.10 Options available to help empty property owners:

- List of individuals and companies interested in purchasing empty homes
- Advice and guidance on selling their home, probate, letting and renovations
- Availability of a grant or loan to assist in bringing the property back into use.

1.11 It is anticipated that this initial letter will encourage owners to contact the Council, however, if no response is received there are a 2nd and 3rd letter that is sent in a hope that they will engage with the Empty Homes Officer.

1.12 Each empty property is different and there are many reasons why they become empty. These reasons can be sensitive and it is important to be understanding of all different situations.

1.13 The Empty Homes strategy is based upon an approach of:

- Engage – engage in methods of identifying properties
- Encourage – encourage owners of empty properties to bring them back into use
- Enforce – enforcement action will be used in appropriate circumstances to target long term empty properties, if owners fail to co-operate with renewal options.

1.14 The Housing and Customer Services Working Group on 03 July 2014 recommended to Cabinet that the Empty Property Assistance Program was set up to help provide grants and loans to owners of empty properties to bring them up to decent home standard and back into occupation.

1.15 Property owners can apply for assistance which can be in the form of a grant which will be up to a maximum of £5,000 or an interest free loan which is up to £10,000 and paid back on a monthly basis over an agreed term.

1.16 In exchange for a grant or loan the property will be referred to the guaranteed rent scheme and the Council will have nomination rights for a 5 year period, also the property owner will be required to join the Arun and Chichester Landlord Accreditation Scheme and meet these standards.

1.17 The grants and loans are registered on the land registry and would be payable if sold or there is a change of tenure within 5 years, the table below shows the number of grants and loans provided over the past 4 years:

	Number of Grants	Number of Loans
2014/2015	0	0
2015/2016	3	0
2016/2017	0	1
2017/2018	0	0
2018/2019 to 31 st December	0	0
Total Value	£15,000	£10,000

1.18 The informal engagement and encouragement can be effective in a number of cases, however, often the Empty Homes Officer has to resort to enforcement to ensure that the property is brought back into use. Therefore funding from the Empty Property Assistance Program is also used to support the range of enforcement work that is involved with the success of bringing properties back into use. Any money that the Council spends is recharged back to the owner and non-payment can resort in being a trigger to initiate the Enforced Sale Procedure that Members approved on 24 November 2016.

1.19 Over the past year works in default have been carried out on approximately 15 properties which have utilised various pieces of legislation to deal with a range of issues, for example, garden clearances to address potential vermin infestations, securing of premises where unauthorised entry is being made and there is a risk to public safety, internal refurbishments where improvement notices have not been

complied with. All of these have either facilitated the property being sold or reoccupied.

1.20 Two cases had unpaid debts for works in default which have enabled the Council to begin proceedings for an enforced sale. The Council does not become the legal owner of the property but via legal action enforces the sale to ensure that the debt owed is repaid. This also ensures that by selling the property it will become reoccupied.

1.21 For the first time last year the Council used powers under the Housing Act 1985 and 2004 to serve demolition orders. Three have been served to date. These relate to cases where the cost of refurbishment is substantial and therefore the only economically viable option is to demolish the property and these decisions are not taken lightly.

1.22 In 2018 the Council received five appeals, via the First Tier (Property) Tribunal from property owners against notices that had been served on them. In all cases the Tribunal found in favour of the Council and upheld the notices, thus supporting the work and enforcement approach that is taken in regard to empty homes. However, it should also be noted that any appeal requires considerable time to defend and therefore impacts on the daily work of the Empty Homes Officer.

1.23 Another enforcement option available is one of compulsory purchase and this would be a last resort and means that the Council becomes the legal owner of the property before then selling on the open market. Such action was undertaken in 2014 in respect of a property in Bognor Regis and in January 2019 the compensation funds were credited to the nominated account and the process finalised, illustrating that enforcement cases can be very complex and time consuming.

2. PROPOSAL(S):
Members note the content of this report.

3. OPTIONS:
There are no alternative options to consider

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify)		

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		X
Legal		X
Human Rights/Equality Impact Assessment		X

Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		X
6. IMPLICATIONS:		
None – Update only.		

7. REASON FOR THE DECISION:

To inform Members of the work which is underway in bringing empty properties back into use and support the aims and objectives of the Councils Empty Homes Strategy 2018-2023.

8. BACKGROUND PAPERS:

Arun District Council's Empty Homes Strategy 2018-2023
<https://www.arun.gov.uk/download.cfm?doc=docm93jjm4n11950.pdf&ver=11950>
Case studies to be provided for Members at the meeting.

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING & CUSTOMER SERVICES WORKING GROUP ON 7 February 2019

PART A : REPORT

SUBJECT: Re-Procurement of the Responsive Repairs Contract

REPORT AUTHOR: Satnam Kaur, Group Head of Residential Services
DATE: 22 January 2019
EXTN: 37718
PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This short report provides Members with an update regarding the re-procurement of the Responsive Repairs Contract.

RECOMMENDATIONS:

Members are requested to note contents of this report.

1. BACKGROUND:

- 1.1 We are currently engaged in a Term Partnering Contract with Mears Limited for the delivery of repairs and maintenance and associated works and services. The contract was entered into in July 2011 for a period of three years, was extended for a further three year period and then a final further three year period with the contract expiring in June 2020. The current annual value is £2.5 million.
- 1.2 As the contract is due to expire in 2020, we now need to consider the options available to us in relation to the delivery of the contract moving forward and the method of procurement to enable a fair and transparent process. The services to be delivered under the new contract can include:
 - Responsive Repairs and Minor Voids
 - Major Voids
 - Aids and Adaptations
 - Planned Maintenance
- 1.3 We have appointed Faithorn Farrell Timms LLP as our consultants to assist in the procurement of the new contract.

2. NEXT STEPS

- 2.1 A further report will be bought to the next meeting of this Group which will include the project plan and progress to date.

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING & CUSTOMER SERVICES WORKING GROUP ON 7 February 2019

PART A : REPORT

SUBJECT: COUNCIL HOUSING STOCK - HEALTH & SAFETY UPDATE

REPORT AUTHOR: Satnam Kaur, Group Head of Residential Services
DATE: 22 January 2019
EXTN: 37718
PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report provides Members with an update on Health & Safety obligations in respect of Arun District Council as a Landlord.

RECOMMENDATIONS:

Members are requested to note contents of this report.

1. BACKGROUND:

- 1.1 In August 2018 the Regulator for Social Housing determined that Arun District Council (ADC) has breached the Home Standard. The breach is specifically in relation to ADC failing to meet statutory Health & Safety requirements in respect of fire and water hygiene
- 1.2 During our most recent contact with the Housing Regulator in November 2018, it was again emphasised that we need to act with urgency to rectify the risks highlighted.
- 1.3 It is incumbent on us as a landlord to take a risk based approach that illustrates tenants are not at significant risk or harm. The Housing Regulator has asked for monthly performance reports to be provided over the course of the next 12 months in order to monitor that the breach is being satisfactorily remedied. In addition they have requested oversight on performance in all other aspects of health and safety:
 - Gas Servicing
 - Electrical Inspections
 - Lift maintenance
 - Asbestos Management
 - Play Areas

1.4 In response we are undertaking a root and branch review of health and safety. We are in the process of reconciling and validating data across all disciplines of health and safety and will be in a position to compose a fully comprehensive plan with key milestones by the end of February 2019. This will be shared with the Regulator. We anticipate being compliant across all disciplines by November 2019.

2. PROGRESS TO DATE

2.1 Contracts

New contractual arrangements are imminent in respect of Fire, Water Hygiene and Electrical Inspections

2.2 Responsibilities

As part of the Housing Service restructure we are now recruiting to new posts with job roles defined across asset management and a specific Compliance Officer post.

2.3 Awareness Training

Training has been completed for Fire and Water Safety and to be rolled out in the new organisational structure.

2.4 Policies

We are drafting autonomous policies for all areas of compliance. These will be operated to pending formal adoption by Members.

2.5 System

We have procured a Compliance Hub (Geometra) and are working with Geometra Systems on capturing data from multiple sources (asbestos, fire, water safety, electrical inspections to be fully operational by 31 March 2019.

2.6 Risk Ratings

We have adopted a set of definitions for rating risk across all areas for everyone’s understanding. These will apply for instance to a property or to an action arising.

Classification	Commentary
Red	Risk to health and safety is “substantial or worse” and / or represents a serious contravention of health, safety and welfare legislation. Implementation recommended as soon as is practicable (guidance – within one month).
Amber	Risk to health and safety is “moderate” and / or represents a contravention of health, safety and welfare legislation. Implementation recommended as soon as is practicable (guidance – within 12 months)
Green	Risk to health and safety is “tolerable or better” and / or represents a contravention of good practice / guidance on health, safety and welfare legislation.
Grey	Not applicable to this property (eg a property built since 2001 will not have an asbestos management survey or risk assessment.)

3. NEXT STEPS

3.1 Regular progress will be presented to this Group at future meetings.

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